



# PROVIDER INQUIRER

October 1<sup>st</sup>, 2004

[www.michigan.gov/mdch](http://www.michigan.gov/mdch)

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## Welcome to the Provider Inquirer

The Medical Services Administration (MSA) is pleased to announce the implementation of the Provider Inquirer newsletter. The Provider Inquirer newsletter was created to keep providers apprised of the ongoing changes within the Medicaid Program. The Provider Inquirer newsletter will be updated on a monthly basis and made available at our website. In the future we are looking to provide the newsletter and other updated information via e-mail.

The Provider Inquirer is part of the initiative that the MSA has taken to improve provider outreach and communication. Over the last year, the MSA has accomplished many goals and is successfully reaching out to Medicaid providers. Some changes that have taken place over the last year have been the Medicaid Help Sessions, Online Provider Manual, HIPAA mandates and information at our Medicaid website. Please look forward to even more changes in the future.

MSA has very specific goals for our Provider Inquirer newsletter. The most important goal is to inform Medicaid providers of new and upcoming information that will be happening within the Medicaid program. Such information could include new bulletins to look for or new policy changes

that may be in effect. The goals for the Provider Inquirer are all about communicating effectively to our Medicaid providers.

The Provider Inquirer is here for Medicaid providers to take advantage of. If you have any ideas, suggestions or comments that you would like to see within the Provider Inquirer, please email them to [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov), with the attention line of "Newsletter". We are looking forward for any suggestions that you may have.





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What's  
New



## Crossover Claims

The Michigan Department of Community Health (MDCH) began processing Part B professional claims via crossover from Wisconsin Physician Service (WPS) on August 1, 2004. The crossover process allows providers to submit a single claim, to Medicare, for individuals dually eligible for Medicare and Medicaid. Once processed by Medicare the claim will be electronically submitted to Medicaid for payment. Since both Medicare and MDCH will now process claims through a single claim, you must enter both your Medicare Provider ID and your Medicaid nine-digit Provider ID number on the claim sent to Medicare.

If you are using the HIPAA-Mandated 837 V4010A1 Professional claim, add an additional segment to your Medicare claim as follows:

- ✓ Loop ID 2010AA REF01: Enter 1D for Medicaid
- ✓ Loop ID 2010AA REF02: Enter the 9-Digit Provider ID Number (2-Digit type, followed by the 7-Digit number)

Please ensure that your Medicaid Provider number is present on all Medicare Part B claims sent to WPS.

MDCH Bulletin All Provider 04-05, issued June 1, 2004 contains detailed information regarding crossover claims. A copy of the bulletin is available on the MDCH website at [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Provider >> Information for Medicaid Providers >> Medicaid Policy Bulletins.

## Medicaid Claim Status Information

Medicaid currently does not have a claim status process for your Medicaid claims. What Michigan Medicaid relies on, is the information on your Remittance Advices (RA).

If you have questions concerning any Medicaid claims, please call our Provider Inquiry Area (contact information listed below). The Medicaid representatives will need to have specific information supplied from the RA. With this, they will be able to help assist you with your claims.

Please make sure that you first exhaust all other resources. These resources include your Medicaid manuals, bulletins, procedure codebooks and information from our website.



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## Medicaid Help Sessions

Medicaid is now starting the second year of the Medicaid Help sessions. These help sessions consist of two parts. The first part is a PowerPoint presentation, which will provide Medicaid updates and common billing errors. The second part is broken into smaller groups where you can work with Medicaid representatives to review any problem claims that you may have.

Some of the upcoming Help Session Dates are:

- ✓ October 5 – 7: Marquette
- ✓ October 21: Kalamazoo
- ✓ October 26: Saginaw
- ✓ November 16: Lansing

Please be advised that this quarter MSA is only offering these help sessions for provider types 10, 11 and 77. Provider types 10 and 11 are for practitioner or physician billing and provider type 77 is maternal support services or infant support services. Starting in 2005, MSA will be offering facility billing help sessions and a physician new-biller help session. To check the website for these new sessions and more information about the current sessions, please go to: [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Provider >> Information for Medicaid Provider >> Medicaid Billing Help Sessions

## Contact Us

If you have any Medicaid Billing Questions, please contact our Provider Inquiry Area at:

Toll Free Number:

1-800-292-2550

Email:

[ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov)

\*If you are emailing in regards to the Provider Inquirer suggestions, please leave a subject line of "Newsletter"

## Where to Find Information on our Website

Many providers have asked where to find information on the MDCH website. Please follow the links below to find the exact information that you are looking for.

[www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> **Provider >> Information for Medicaid Provider >>**

- [Medicaid Provider Manual](#) - This link contains the Online Manual and updated information.
- [Provider Specific Information](#) – This link contains current fee screen information.
- [Bulletins](#) – This link will contain current Medicaid Policy bulletins.
- [Explanation Codes](#) – This link will provide the explanation coding information for the RAs.

[www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> **Provider >> HIPAA >> HIPAA Implementation Materials >>**

- Frequently Asked Questions for Medicare-Medicaid Crossover Claims
- Companion Guides/Data Clarification Documents